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Professional Series Pre-Course Work

Interview your Direct Supervisor in order to answer the following questions.

1. What do you want me (the student) to learn or achieve from the NADA Management Professional course?

Understand service side and be inline with NADA standard.

2. What would you like me to bring back to the workplace as a result of this training?

Be a complete Fixed operations operator

3. How will what I learn in the program be shared with the rest of the team (if applicable)?

By giving support & showing leadership qualities

4. How will what I learn be integrated into day-to-day work upon return?

provide coverage when service manager is absence & know how to operate service OMS



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5. In your role as a Direct Supervisor, what three things challenge you the most?

- ① Trying to determine which pace each tech is at.
- ② Personalize a tailored training, when they learn at different paces.
- ③ Balancing between all departments, customer needs & company wants.

Self-reflect on the following question:

1. What is my purpose for attending this course?

To better trained ~~to~~ myself in order to prepare for upcoming challenges, whenever in parts or in service.

Thank you for your participation! See you in the course.